



Certificate of Express Mailing

"Express Mail" Mailing Label Number: **EV194992804US**

Date of Deposit: **01/07/2003**

Ref: Case Docket No.: **P3253**

First Named Inventor: **Alec Miloslavsky**

Serial Number: **08/948,530**

Filing Date: **10/09/1997**

Title of Case: **Apparatus and Methods Enhancing Call Routing To and Within Call-Centers**

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Response H.
2. RCE transmittal.
3. Duplicate RCE transmittal.
4. Check for fees in the amount of \$750.00.
5. Certificate of express mailing.
6. Postcard listing contents.

RECEIVED

JAN 10 2003

Technology Center 2600

Mark A. Boys

(Typed or printed name of person mailing paper or fee)

(Signature of person mailing papers or fee)